

# Due Diligence

The Health & Safety Executive (HSE) states that employers should evaluate the competence of their first-aid training organisations to ensure they are getting the best level of training services. Stewart First Aid Training are committed to providing clients with the highest quality standards and information has been provided below in relation to the HSEs due diligence requirements for your information.

	YES	NO	Additional information / evidence
<b>Trainers / assessors</b>			
Do the trainers / assessors have a current FAW certificate or qualify for an exemption?	Yes		<p>Trainer/assessors hold the following credentials:</p> <ul style="list-style-type: none"> <li>• A current First Aid at Work Certificate And/or</li> <li>• A formal medical credential (Nurses, Paramedics, Medics) who qualify for exemption.</li> <li>• Extensive real-life experience using first aid</li> <li>• High level skills of using in first aid in an occupational setting</li> </ul>
Do the trainers / assessors have an appropriate training / assessing qualification?	Yes		<p>It is essential that trainers/assessors have credentials that sit on recognised educational frameworks. All SFAT trainer/assessors hold:</p> <ul style="list-style-type: none"> <li>• Level 3 Education &amp; Training qualification (for training and assessing) or equivalent.</li> <li>• An assessing qualification where required e.g. A1 (D32/33).</li> </ul>
<b>Quality assurance</b>			
Is there a documented quality assurance plan designating an individual to take responsibility for quality assurance, including assessment of the performance of trainers / assessors at least annually?	Yes		<p>Our business holds ISO9001:2015 accreditation and is committed to continuous improvement. We have a robust Quality Assurance Plan for training which sits within our Quality Management Framework. This is overseen by our Managing Director and managed day to day by our Quality Manager.</p> <p>SFAT was previously accredited by the HSE. Since their withdrawal from overseeing training organisations in October 2013 we have been accredited by the First Aid Industry Body (FAIB).</p> <p>FAIB monitor us in the same way that HSE monitored prior to Oct 2013 i.e., FAIB carry out all due diligence checks on training companies and ensure they are in place before they are accredited. Audits are within 5 years or sooner if required.</p> <p>Our Quality Management Framework is overseen by our senior management team with qualified auditors and verifiers who carry out the audits and internal verification of our qualifications, standards &amp; processes, statutory requirements and first aid trainer-assessors training skills assessments annually.</p> <p>Stewart First Aid Training trainer-assessors complete a training and mentoring programme on joining our business. This ensures standardisation of our workplace training products. In the first year each trainer-assessor will be monitored x 2 to ensure that they achieve all learning objectives. After this they are formally monitored, and skills assessed annually in line with appraisals.</p>



		<p>Within our Quality Management Framework, we have a Performance Management System to ensure that all staff have a development plan that is monitored quarterly to ensure that each individual achieves their annual objectives which include personal development plans, training and CPD activities.</p> <p>The Quality Manager works with each trainer-assessor throughout the year. They will appraise the training and assessing skills of the trainers and also review the feedback from all courses. This data is fed back to the Senior Management Team weekly as part of the continuous improvement cycle.</p>
Does the designated person have a current FAW certificate or qualify for an exemption?	Yes	Our Quality Manager has all necessary credentials to oversee the Training Quality Assurance Plan including a First Aid at Work credential.
Does the designated person have an assessing / verifying qualification?	Yes	The Quality Manger holds all necessary credentials (A1 & V1) to oversee our Quality Assurance Plan for Training.
Is there a documented course evaluation procedure?	Yes	Stewart First Aid Training have evaluation procedures within our Quality Assurance Plan. These are carried out electronically or using paper forms. The results for these are processed and summarised for regular quality reviews. The summary reports can be sent to clients for their records and for demonstration of learning. Delegate feedback from our courses is of the highest standard.
Is there a documented complaints procedure?	Yes	Stewart First Aid Training complaints procedure is available as a link from all booking confirmations. We are committed to continuous improvement and as such we take the feedback and potential complaints from clients extremely seriously. We do ensure that feedback is fed into our quality assurance system. If complaints arise, they would be dealt with according to our detailed Complaints and Escalations Procedure within the specified periods.
<b>Teaching currently accepted first-aid practice</b>		
Is FAW taught in accordance with current guidelines on adult basic life support published by the Resuscitation Council (UK), and for other aspects of first aid, in accordance with current guidelines published by the Voluntary Aid Societies or other published guidelines that are supported by a responsible body of medical opinion?	Yes	Stewart First Aid Training teaches according to the Resuscitation Council (UK) guidelines. Stewart First Aid Training also provides its own assessment materials which are designed and meet the requirements of all accrediting bodies. Stewart First Aid trainer-assessors continuously assess course delegates throughout each day of training to ensure they meet the required standards. Our procedures are robust, and we ensure that delegates have the capability and confidence to act in an emergency on leaving our courses.
<b>Training syllabus</b>		
Does the FAW syllabus include the topics listed in Appendix 5 and 6 of the Health & Safety (First Aid) Regulations 1981 and does the course include at least 18 training and assessment contact hours, over 3 days?	Yes	Stewart First Aid Training First Aid at Work courses follow the HSE syllabus as detailed in the Health & Safety (First Aid) Regulations and lasts for a minimum of 18 training and assessment contact hours over 3 days which can be run consecutively or split to suit the client's needs.



For FAW requalification, does the syllabus include the topics as above and does the course last at least 12 training and assessment contact hours, over two days?	Yes		Stewart First Aid Training First Aid at Work Requalification courses follow the HSE syllabus as detailed in the Health & Safety (First Aid) Regulations 1981 and last for a minimum of 12 training and assessment contact hours over 2 days which can be run consecutively or split to suit the client's needs.
For EFAW does the syllabus include topics listed in Appendix 6 of the H&S (First Aid) Regulations 1981 and does the course include at least 6 training and assessing contact hours over one day?	Yes		Stewart First Aid Training Emergency First Aid at Work courses follow the HSE syllabus as detailed in the Health & Safety (First Aid) Regulations 1981 and last for a minimum of 6 training and assessment contact hours over one day.
<b>Certificates</b>			
Do the certificates issued to students assessed as competent contain the name of the training organisation, the title of the qualification (e.g. FAW or EFAW), reference to the Health and Safety (First-Aid) Regulations 1981, the date of issue and confirmation the certificate is valid for three years?	Yes		All SFAT certificates comply with the HSE's guidance on certification.  Our certificates are accredited by the First Aid Industry Body (FAIB)